

# MURRIETA PUBLIC LIBRARY PLAN OF SERVICE

## I. Table of Contents

II. PLAN OF SERVICE EXECUTIVE SUMMARY .....	2
III. MISSION STATEMENTS .....	4
IV. GOALS AND OBJECTIVES .....	5
OVERVIEW .....	5
NEEDS ASSESSMENT FINDINGS .....	5
GOALS .....	6
OBJECTIVES .....	7
Relationship of Goals and Objectives to Needs Assessment .....	7
ROLES OF THE LIBRARY .....	9
Support for Lifelong Learning.....	9
Children and Juvenile Library.....	10
Reference Library .....	10
Popular Materials Library .....	11
Community Information and Activities Center .....	11
Relationship to Needs Assessment .....	11
SERVICE INDICATORS AND NEEDS ASSESSMENT FINDINGS .....	12
V. TYPES OF SERVICES AND IMPLEMENTATION PLAN .....	14
PROGRAMS AND OTHER SERVICES .....	14
Children and Juvenile Programs and Other Services .....	14
Core Services .....	15
Young Adult Programs and Other Services .....	16
Adult Programs and Other Services.....	17
COLLECTIONS .....	20
Categories of Collections .....	20
Formats .....	22
Collection Development .....	23
HOURS OF SERVICE AND STAFFING .....	24
Providing Adequate, Qualified Staffing .....	24
Volunteers .....	27
JOINT VENTURE PROJECT.....	29
COMPUTER RESOURCE CENTER .....	29
TEMPORARY LIBRARY SERVICES PROGRAM .....	29
VII. Implementation Plan .....	31
Implementation Activities.....	31
Future Planning .....	32
VIII. Executive Summary: Technology Plan .....	36
Summary of Services .....	36
a. Implementing Information Technologies to Leverage Resources .....	38
b. How Technologies will be used to Meet the Needs of K-12 Students .....	42
Technology Programs and Services for the K-12 Population Based on Needs.....	42
Academic Achievement .....	45
Educational Software .....	45

## II. PLAN OF SERVICE EXECUTIVE SUMMARY

Through the Community Needs Assessment process, the need for a permanent public library in the City of Murrieta became quite evident. The Needs Assessment process also helped guide the plan for the physical structure of the library, its services, staffing, collections, outreach and programming components. The Needs Assessment indicates that the City of Murrieta does not have a permanent library. The City's only library services are provided in 3,000 square feet of a leased bank building. The temporary library, funded by the City of Murrieta since its inception, lacks the size, collections and other resources essential to serve Murrieta's population and anticipated growth.

The Community Needs Assessment concluded that the following library needs must be addressed.

- There is no permanent library and the temporary one is inadequate. People want a modern, well-run and well-supplied library.
- The community has limited public transportation. Some community members do not drive. Time spent driving is lost for other activities.
- People want spaces for study, quiet reading, story times, for parents and children to work together and for group functions – factors not available or inadequate in the current library.
- Current local relevant and adequate library resources are severely limited.
- Collections including genealogy, history, gardening and materials in languages other than English are severely limited in the temporary library.
- Informational resources such as online databases, reference services, audio-visual and written materials are insufficient in the current library.
- Students and others want educational support, access to technology and a variety of computer training options.
- Reading and literacy skills building help is not adequately available in the City.
- The community is not fully aware of library services or other local resources.
- The community lacks adequate, appropriate space for community meetings. People want the library to be a place to meet, learn and share.
- Community members want to have larger Friends of the Library bookstore.

The Plan of Service Document outlines the goals and objectives that will be implemented to address each of the needs identified in the Community Needs Assessment document. They include:

Goal 1. Provide a permanent library for a population of 51,600 people, with room to expand.

Goal 2. Ensure the facility and fixtures, fittings and equipment meets the accessibility and usability needs of patrons, visitors and staff.

Goal 3. Provide a library for all ages and abilities that reflects the demographics, needs, culture and interests of the community and supports lifelong learning.

Goal 4. Enhance school readiness and student success and strengthen academic partnerships with local educational institutions.

Goal 5. Help promote library resources and community enrichment through outreach and opportunities for individuals and groups to meet, learn and share.

Goal 6. Provide adequate, qualified staffing that is appropriate to carrying out the library's varied and ever-evolving services and programs.

Goal 7. Engage appropriate volunteers to support staff activities and to provide specialized services based on individual volunteer's expertise.

The Murrieta Public Library will assume many roles. Major roles include that of a Child and Youth Library, a Lifelong Learning Center, a Formal Education Support Center, an Independent Learning Center, a Reference Library, a Popular Materials Library and a Community Information and Activities Center.

The collections within the Murrieta Public Library help "ensure each patron population is well-supported in information resources for learning, literacy and leisure activities." In addition to addressing the reading needs and interests of the community, the collection will be developed to enhance the projected services and programs.

The Library also recognizes the need to address the needs of K-12 School Children. Child and Youth Library services will center on children from birth through age 14 and young adults from 12 – 18. Services and programs will be geared toward children's developmental, educational and social needs and address trends and issues unique to this age range. Services include readers' advisory, reference/information, school-based materials, (including textbooks and information corresponding to local schools' topical assignments) and programs. Collections will include current fiction and magazines of high interest to children and youth. Decor will include youth-oriented posters and other visual cues to support reading, learning and other healthy behaviors. There will be both entertainment reading areas and places for independent or group study. The use and value of computers and technological access (reference, educational, games, literacy) will be included.

A Computer Resource Center will be available for computer and information literacy services and programs. The Murrieta Public Library staff and volunteer research assistants will provide instruction and supervision during scheduled periods of the school day for K through 12 students, and during after school hours in specific library skills, research strategies and computer applications. The staff provided by the School District will assist their students during class visits to the Murrieta Public Library. Library staff, with the assistance of School District staff, will provide students with online reference instruction to complement and enhance the instruction at the schools, thus developing more proficient library users. This is a much-needed service for K-8 grade students. Class visits will be made available for both home-schooled and public school patrons and provide access to online resources. Twenty (20) computer stations will be used to support computer literacy activities to encourage use by families.

### **III. MISSION STATEMENTS**

#### **LIBRARY MISSION STATEMENT**

The Mission of the Murrieta Public Library is to inform, enrich and empower library users by providing a framework for the delivery of equal access to a variety of formats and technologies of informational, educational, economical, cultural, lifelong learning, intellectual stimulation and recreational materials, fostering intellectual freedom.

Expanding on the mission statement of the library would include promoting adult and family literacy. It is also to enhance leisure reading and the quality of life by contributing to the development of an economically, socially and culturally vibrant and dynamic population.

#### **SCHOOL LIBRARY MISSION STATEMENT**

The Mission of the Murrieta Valley Unified School District School Library is to create a supportive learning environment for students where they will: (1) Learn to appreciate literature and the pleasure of reading, using formats to meet individual needs; (2) Implement information literacy skills for both educational and personal use, using a variety of resources; (3) See obstacles as challenges, and not as walls; and (4) Develop a lifelong love of learning.

## IV. GOALS AND OBJECTIVES

### OVERVIEW

The **overall goal** for the Murrieta Public Library is to provide a library that is an accessible, central resource, reflecting the education and information needs and interests of community members and other patrons. Over the next twenty to forty years, it should adapt to changes in the community, including an anticipated 108% increase in population between 2000 and 2020.

Through the Community Needs Assessment process, the need for a permanent public library in the City of Murrieta became quite evident. The Needs Assessment process also helped determine the plan for the physical structure of the library, its services, staffing, collections, outreach and programming components.

The Plan of Service describes goals, objectives, roles and service indicators that align with the Community Needs Assessment. The City Librarian, other City staff, the architectural firm and other project participants were able to draw on their prior experiences with developing similar projects to ensure the means to address the community's library needs were both relevant and practical.

### NEEDS ASSESSMENT FINDINGS

The Needs Assessment findings are summarized below. The Community Needs Assessment document provides an in-depth analysis of each finding.

- A permanent library to serve Murrieta's 51,600 residents, with room to expand
- Dedicated spaces for study, quiet reading, preschool story times, special needs, computer use, and group functions\*
- An easily accessible library that will efficiently integrate into everyday community life
- Relevant, adequate library services, programs, and diverse collections for the community, including special interest groups and those with special needs\*
- Access to sufficient information and reference resources in various formats\*
- Educational support, access to technology, and computer training opportunities\*
- School readiness help for preschool children and support to encourage academic success for K-12 children\*
- Effective outreach and community awareness support

The needs followed with an asterisk (\*) were also described in the library-school Joint Use Agreement.

## GOALS

Goal statements are listed below. After each goal statement is an indication of which element or elements of the Plan of Service it addresses (Services, Collections, Programs and Staffing). Most goals and objectives are worded such that they encompass the overall provision of services in a library (which includes providing collections, staff resources and programs).

Goal 1. *Provide a permanent library facility to serve the City's population of 51,600, with room to expand.* [Goal for overall services (including collections, programs staffing,)]

Goal 2. *Provide an easily accessible library that will efficiently integrate into everyday community life* [Goal for overall services]

Goal 3. *Provide dedicated spaces for study, quiet reading, preschool story times, special needs, computer use and group functions.* [Goal for services, programs]

Goal 4. *Provide relevant, adequate library services, programs and diverse collections for the community, including children, adults and people with special needs* [Goal for overall services]

Goal 5. *Enhance school readiness and student success and strengthen academic partnerships with local educational institutions* [Goal for overall services]

Goal 6. *Help promote library resources and community enrichment through outreach and opportunities for individuals and groups to meet, learn and share.* [Goal for overall services]

Goal 7. *Provide adequate, qualified staffing that is appropriate to carrying out the library's varied and ever-evolving services and programs* [Goal for overall services]

Goal 8. *Engage appropriate volunteers to support staff activities and to provide specialized services based on individual volunteer's expertise.* [Goal for overall services]

## **OBJECTIVES**

Objectives may be related to more than one of the goals listed above. Each objective may also address different elements of providing a library – e.g. overall services, collections, programs, staffing. After each objective is stated, which element or elements it addresses is provided in brackets.

- (1) Provide a 25,000 square foot building in the (Murrieta) Town Square, with an expansion capacity of 15,000 square feet. [Objective for overall services (including collections, programs staffing,)]
- (2) Construct the facility and equip it with the fixtures, furniture and fittings required to meet the community's library staffing and services needs [Objective for overall services]
- (3) Ensure each patron population is well-supported through information resources for learning, literacy and leisure activities including computer access and training, online databases, reference library services and audio-visual and written materials. [Objective for overall services]
- (4) Provide a diverse selection of educational and leisure reading collections, including those addressing local interests such as genealogy, history and gardening, and materials written both in English and other languages. [Objective for collections]
- (5) Provide services and resources for special populations, including seniors and the disabled, such as informational help, literacy tutoring, Book Express, large-print books, books-on-tape and materials that encourage early reading skills and literacy [Objective for overall services]
- (6) Provide school readiness help for preschool children and support to encourage academic success for K-12 children and lifelong students. These resources will include story hours, school visits, career and education materials, including college and technical school guides, test-taking manuals, user manuals for computer systems and software. [Objective for overall services]
- (7) Working through a Joint Use Agreement provide textbooks, resource materials for specific assignments, computer resources and training and other assistance to K-12 students [Objective for overall services]
- (8) Provide activities for the community at the library and promote the library on-site and in the community [Objective for overall services]

### **Relationship of Goals and Objectives to Needs Assessment**

The summary information provided below is a sampling of the types of findings derived from the Community Needs Assessment. They help substantiate the particular goals and objectives described earlier as being directly related to community needs.

*Inadequate Local Library* --The Community Needs Assessment demonstrates that services, programs and collections within the existing, temporary library are inadequate.

*Permanent Library* -- The following excerpts from a newspaper article help demonstrate the community's interest in a new public library.

"The only thing that people really complain about is that there's not much there..." Vernon said of the 2-year-old library, now occupying a building on Los Alamos Road that was once a bank. "Most people who use the library say, yes, they want it bigger. When you have an existing structure, you're bound by what your space can offer..."

In a \$22,000, citywide survey conducted...at the City Council's behest and released [in May of 2001]...residents listed improved freeway interchanges as their highest municipal project priority, followed by a bigger library and a community center.<sup>1</sup>

*Easily Accessible* – Locating the library within a Town Square creates the opportunity for more individuals and groups to become aware of and use the library. In addition to the library, a cornerstone to the development, Town Square includes the City's police departments and fire departments, a senior center, and commercial uses (restaurant, bank, etc.)

The City's Neighborhood Revitalization and Enhancement Plan and its Capital Improvement Plan provide a framework for ensuring easy access to the locale. The City intends to attract a rapid transit route and ensure easy access to and from the freeway. Furthermore, Town Square will be in close proximity to schools and Historic Old Town Murrieta, which is also being redeveloped. Another positive factor to sitting the library in Town Square is that it will be accessible to the residents of a recently approved nearby affordable housing complex.

*Dedicated Spaces* – The Community Needs Assessment findings included findings that community members want more room for study, quiet reading, preschool story times, special needs, computer use and group functions. These types of spaces are necessary to meet the services needs described later in this document.

*Services Specific to Community Needs and Interests* –specific services, including collections and programs were designed to address community demographics and community members' needs and interests. Some of these are listed below.

*Collections* – Community members expressed an interest in having collections in a variety of formats and covering a diversity of topics. Later in this document, more data will be discussed regarding collections.

*Academic and Technology Needs and Interests* -- Students want and need more educational support. The Computer Resource Center will help meet a gap in access to technology resources and training – not only for students, but also for other individuals and for family members to learn together.

*Community Meeting Space* -- In terms of comfortable, good-sized meeting room space,

---

<sup>1</sup> Bigger library a priority of Murrieta residents. North County Times. 5/4/01

the City has not kept up with the growth of its population. While the Town Square will have an auditorium, it will not have smaller locales more suited for author presentations, family and group learning experiences and other events and activities planned by the library.

*Need for Outreach*– Murrieta became a City in 1999. It is slowly building its own community services, recreation opportunities and civic and business infrastructure. In order for the best infrastructure to serve the community, people have to know what is available and how to access services. Traditionally, the library has been a place to find out about such services.

While the traditional library was a place to read and study, the modern library is becoming much more – a meeting place, a place to get free brochures about the community, an opportunity for students to practice website development skills and a venue for new artists.

The Community Needs Assessment revealed that many community members are not aware of the limited level of such roles are played out in the temporary library. Outreach and interaction at the community will help ensure that visitors, staff, patrons and others know more about Murrieta, and feel more a part of its growth.

## **ROLES OF THE LIBRARY**

The library plays many roles in the lives of its patrons, whether from the City of Murrieta or nearby. A public library building can also serve a central role in a community's identity. The building itself along with the library's staff, collections, programs and services, provides a vital link to the civic, cultural, and educational values of a community.

*The public supports a combined role for libraries that links digital and traditional book and paper information resources. And they accord equal value to libraries as places where people can read and borrow books or use computers to find information and use online services. As a central and valued community meeting space, the library will become more of a civic integrator and a locus of community information on health, education, government and other local services. (Buildings, books, and bytes. Benton Foundations, 1996)*

The Murrieta Public Library will assume the kinds of roles described above.

### **Support for Lifelong Learning**

Lifelong learning is the ongoing desire to stimulate the mind, expand present knowledge and open new fields of understanding in order to satisfy curiosity. Lifelong learning includes formal education and independent study.

The library will assist students of all ages in meeting educational objectives established during their formal courses of study. The library provides scholastic support through having K-12 curriculum materials, a Computer Resource Center and other services and programs. The library is a complement and support to K-12 and local higher education institute's curricula.

The library will support individuals of all ages pursuing a sustained program of learning independent of any educational provider. The library provides support for literacy and computer learning and includes multicultural materials and online resources. Through supporting independent learning, the library broadens patron's ability to access materials of all levels.

### **Children and Juvenile Library**

Child and Youth Library services will center on children from birth through age 14 and young adults from 12 – 18. There is a separate collection for young adults, because of their different needs, which was designed to be across the library from the Children's Library because of age-appropriate content. The library encourages young children to develop an interest in reading and learning and provides opportunities for caretakers and children to read and learn together. Resources will also be available for parents, teachers, social workers, and daycare workers, etc

Programs and other services will be geared toward children's developmental, educational and social needs. Services will address trends and issues unique to each age range. Services include readers' advisory, reference/information, school-based materials, (including textbooks and information corresponding to local schools' topical assignments) and programs. Collections will include current fiction and magazines of high interest to children and youth.

Decor will include youth-oriented posters and other visual cues to support reading, learning and other healthy behaviors. There will be both casual reading areas and places for independent or group study. The use and value of computers and technological access (reference, educational, games, literacy) will be included. The Computer Resource Center, described in more depth later, will be available during designated daytime hours for computer and information literacy services and programs. Services and collections will be made available for not only children in public and private schools, but also latchkey and home schooled youth, youth with special needs (learning disabilities, physical, visual or hearing problems), youth with ethnic/language differences and gifted youth.

### **Reference Library**

The library will provide timely, accurate and useful information for patrons to satisfy a broad range of community needs. Information provided may range from answering practical questions, providing consumer information, to assisting with specialized research. Information will be obtained from print and non-print resources, on-line resources and the Internet. The library will promote on-site, telephone, and e-mail reference services. Subscription services and inter-library loan materials will supplement the library's collection of materials.

Services to enhance the area's economic development and honor its heritage will be provided, including materials for business to expand their ability to grow or provide services to residents in Murrieta. The library will serve as a depository for local and regional civic information and reports, such as City General Plans, Environmental Impact Reports and Social Services Agency annual reports. The area of Local History will be a priority. Professional staffing and library funding will be specially earmarked for development of this area of interest. (There is also State and U.S. history in the historical collection).

### **Popular Materials Library**

The Library will support patrons' family, recreational and cultural information interests. As a browsing and popular materials library, it will feature current, high-demand, high-interest materials in a variety of formats for persons of all ages, providing multiple copies of high-interest materials to keep up with current demands.

### **Community Information and Activities Center**

The library will be a central focus point for community activities, meetings and services. The library will serve as a clearinghouse for current information on community organizations, issues and services. The library will promote its services and programs in the community and on-site. It will solicit new and frequent users about their needs and interests. Informational packets about library and other community resources will be provided. The site will be amenable to a variety of users, with public transportation access, plenty of parking, ample aisles, and handicap accessibility, including easy door access and wheelchair ramps. The library will provide a conference room, a theatre for use as a lecture or presentation hall or for group sharing and learning activities. Outreach will be a key component by which the library fulfills this role.

#### Relationship to Needs Assessment

The summary Table below only paints a broad picture of the inter-connectedness of the library's roles and the community's needs. The Community Needs Assessment, particularly the section about the Analysis of Library Service Needs provides much more details about how these are intertwined.

<b>Library Roles</b>	<b>Needs Assessment Findings</b>
Support for Lifelong Learning, including formal education and independent learning	Current local relevant and adequate library resources are severely limited. Help with literacy is limited in the City. Students and others want educational support, access to technology and a variety of computer training options.
Children and Juvenile Library	Current local relevant and adequate library resources are severely limited.
Reference Library	Current local relevant and adequate library resources are severely limited. Community members lack access to sufficient informational resources.
Popular Materials Library	Current local relevant and adequate library resources are severely limited. This includes limitations in popular materials including subjects such as genealogy, history and gardening
Community Information and Activities Center	Some community members report not knowing what is available at the library or through other local resources. Groups and individuals want a place to meet, learn and share

## SERVICE INDICATORS AND NEEDS ASSESSMENT FINDINGS

Service indicators linked to one or more the earlier stated objectives are shown in the Table below. This Table demonstrates the relationship between the service indicators and the Needs Assessment Findings.

Service Indicators	Needs Assessment Findings
Hours open to the public; days open to the public; number and type of staff development activities; volunteer recruiting statistics; volunteer hours and types of help provided; patron responses to surveys	There is no permanent library and the temporary one is inadequate. People want a modern, well-run and well-supplied library.
Number of people visiting the library	The community has limited public transportation. The library in the Town Square will be convenient and easily accessible
Number of children per summer attending story times; number of parents coming to the library with their children; number of groups and organizations participating in programs; types of groups and organizations participating in programs	People want spaces for study, quiet reading, story times, for parents and children to work together and for group functions – factors not available or inadequate in the current library
Number and types of material circulated; frequency particular materials are checked out; diversity of collections	Collections including genealogy, history, gardening and materials in languages other than English are severely limited in the temporary library.
Number and types of material circulated; diversity of collections; range of media formats; number of programs and resources	Informational resources are insufficient in the current library
Number of programs and resources; hours available for access; number of people and ages of people accessing computers; types of software used; types of training taken; self-report of increased skills	Students and others want educational support, access to technology and a variety of computer training options
Number of people participating in programs; reported increase in reading skills	Reading and literacy skills building help is not adequately available in the City
Number of new patrons getting library cards; number of community locales supplying information about library; number of hits to library website; number who know about specific services; number of people taken on library tours; community member responses to surveys, sign-up lists, book drives	The community is not fully aware of library services or other local resources.
Number of people using services, attending classes and programs; number of programs and resources;	People want the library to be a place to meet, learn and share
Number of books and other items sold; number of volunteer hours served; amount	Community members want to have a larger "Friends of the Library" bookstore. Currently

donated to the library from sales; number and type of brochures picked up at the bookstore	make \$1,500 a month from their rental place.
--	---

## V. TYPES OF SERVICES AND IMPLEMENTATION PLAN

### PROGRAMS AND OTHER SERVICES

The City of Murrieta is committed to providing the best library programs to the greatest number of residents possible. In designing and implementing Library programs, the City Librarian and Library staff will continue to cooperate with government, school and community entities and individuals. Key stakeholders in this effort includes the School District, the City Council, the Library Commission, Friends of the Murrieta Library, library volunteers, other city staff, members of community organizations. These partnerships will be instrumental in providing sufficient, relevant programs for children and adults at the new library.

#### Children and Juvenile Programs and Other Services

##### GOALS

4. *Provide relevant, adequate library services, programs and diverse collections for the community, including children, adults and people with special needs*
5. *Enhance school readiness and student success and strengthen academic partnerships with local educational institutions* [Goal for overall services]

##### OBJECTIVES

(3) Ensure each patron population is well-supported through information resources for learning, literacy and leisure activities including computer access and training, online databases, reference library services and audio-visual and written materials.

(5) Provide services and resources for special populations, including seniors and the disabled, such as informational help, literacy tutoring, Book Express, large-print books, books-on-tape and materials that encourage early reading skills and literacy

(6) Provide school readiness help for preschool children and support to encourage academic success for K-12 children and lifelong students. These resources will include story hours, school visits, career and education materials, including college and technical school guides, test-taking manuals, user manuals for computer systems and software.

(7) Working through a Joint Use Agreement provide textbooks, resource materials for specific assignments, computer resources and training and other assistance to K-12 students

##### Implementation

Children and Juvenile Services staff will include senior librarian to supervise, 1 Children's Librarian and 1 library assistant with special training in children's services. Hours of operation will be 54 hours a week. With assistance from his/her staff, the Children's Librarian will be responsible for implementing the below services and any new services over the years. In addition, paraprofessional personnel will be available to this department part of the time.

Many of the core services described below are available, on a limited basis, at the current temporary library. These will be improved upon in order to serve a larger number of participants. New services will be implemented through the development of project management plans that include timelines, tasks, deliverables and the staff responsible. Implementation, delivery and revision of services will be coordinated through a *Quality Assurance Team* that will include the City Librarian, other staff designated by the City Librarian and others such as school librarians, youth representatives and parent organizations.

#### Core Services

Staff will provide library instruction and orientation, offer a Summer Reading Club, present Story times for ages 0-8, provide reader's advisory and reference assistance, and present holiday and other special programs.

*Story Hours*--Preschool story time is for children ages 3-5. The librarian reads stories, uses flannel boards, and children participate with stretch exercises and an occasional craft.

*School Outreach and Storytelling*-- In local elementary schools, trained volunteers read age-appropriate stories, hand out bookmarks and discuss the Murrieta Public Library. Library card applications will be provided to encourage the students and family members to visit the Library.

*Summer Reading*--The summer reading program encourages entertainment reading during vacation time of school age children, pre-readers and young adults. Prizes are awarded as incentives to encourage reading.

#### Special Services

Special services include class visits to the library, staff visits to schools, and presentations to parent groups and other youth serving organizations. Through a Joint Use Agreement with the Murrieta Valley Union School District, the Computer Resource Center will fill a technology void created by a lack of adequate computer equipment. Library and District staff will jointly implement this program. Children and their parents will also be able to access the Computer Resource Center, described in more detail in the Technology section of this document.

*Transitional Library Service Program (TLSP)* – The School District-Library Joint Use Agreement included provisions for a Transitional Library Service Program (TLSP). The School District will be building several new schools over the next few years, to help reduce overcrowding and address the area's incredible growth in student population. While these new schools are being built and equipped, all resources will not fully be in place for students going to these new schools. The existing school libraries will provide basic services on a limited basis while they develop collections, hire and train staff, and establish services within the new schools.

The TLSP will provide material selection for basic curriculum and state standards in Language Arts. A targeted collection will be made available to meet the needs of each

new student population as the new school libraries grow. Selection of materials will be coordinated between the Library and School District.

*Class Visits* - The Murrieta Public Library staff and volunteer research assistants will provide instruction and supervision during scheduled periods of the school day for K through 12 students, and during after school hours in specific library skills, research strategies and computer applications. The staff provided by the School District will assist their students during class visits to the Murrieta Public Library. Library staff, with the assistance of School District staff, will provide students with online reference instruction to complement and enhance the instruction at the schools, thus developing more proficient library users. This is a much-needed service for K-8 grade students. Class visits will be made available for both home-schooled and public school patrons and provide access to online resources. Twenty (20) computer stations will be used to support computer literacy activities to encourage use by families.

### **Young Adult Programs and Other Services**

#### **GOALS**

4. Provide a library for all ages and abilities that reflects the demographics, needs, culture and interests of the community and supports lifelong learning
5. Enhance school readiness and student success and strengthen academic partnerships with local educational institutions
6. Help promote library resources and community enrichment through outreach and opportunities for individuals and groups to meet, learn and share.

#### **OBJECTIVES**

- (3) Ensure each patron population is well-supported through information resources for learning, literacy and leisure activities including computer access and training, online databases, reference library services and audio-visual and written materials.
- (4) Provide a diverse selection of educational and leisure reading collections, including those addressing local interests such as genealogy, history and gardening, and materials written both in English and other languages.
- (5) Provide services and resources for special populations, including seniors and the disabled, such as informational help, literacy tutoring, Book Express, large-print books, books-on-tape and materials that encourage early reading skills and literacy
- (6) Provide school readiness help for preschool children and support to encourage academic success for K-12 children and lifelong students. These resources will include story hours, school visits, career and education materials, including college and technical school guides, test-taking manuals, user manuals for computer systems and software.
- (7) Working through a Joint Use Agreement provide textbooks, resource materials for specific assignments, computer resources and training and other assistance to K-12 students

- (8) Provide activities for the community at the library and promote the library on-site and in the community

### Implementation Plan for Young Adult Services

The Young Adult Department will be staffed with 1 senior librarian and library director Librarians and no assistance from children's services. Young adults do not appreciate the children's librarian helping them since they are so mature. Services will be available during open hours, a total of 54 hours per week.

### Core Services

The senior librarian and Reference staff will provide reference services, and produce booklists and pathfinders. The senior librarian will promote partnerships with community organizations, library support groups, the schools, and other city departments.

### Special Services

Special services such as class visits to the library, staff visits to schools, presentations to parent groups and other youth serving organizations will be conducted by the senior librarian. The joint use venture with the School District includes student's use of a Computer Resources Center that will fill a technology void created by a lack of adequate computer equipment. Library and District staff will jointly implement this program. The senior librarian will be responsible for implementing all other Children's services with assistance from his/her staff.

The senior librarian schedules programs including poetry slams, book slams and author events. The senior librarian is responsible for ordering, maintaining and weeding the YA collections. College applications, financial aid forms and the library will provide California High School Proficiency Exam registration forms.

*Transitional Library Support Program* –This is discussed in the preceding section (Children and Juvenile Services).

## **Adult Programs and Other Services**

### GOALS

4. Provide relevant, adequate library services, programs and diverse collections for the community, including children, adults and people with special needs
6. Help promote library resources and community enrichment. Through outreach and opportunities for individuals and groups to meet, learn and share.

### OBJECTIVES

- (3) Ensure each patron population is well-supported through information resources for learning, literacy and leisure activities including computer access and training, online databases, reference library services and audio-visual and written materials.
- (5) Provide services and resources for special populations, including seniors and the disabled, such as informational help, literacy tutoring, Book Express, large-print books, books-on-tape and materials that encourage early reading skills and literacy

- (8) Provide activities for the community at the library and promote the library on-site and in the community

### Implementation

The Reference Department will be staffed with 1 senior librarian, 1 adult librarian, and 1 full-time Reference Librarian. Hours of service will be 54 hours per week.

As with Children and Juvenile Programs, many of the core services described below are available, on a limited basis, at the current temporary library. These will be improved upon to serve a larger number of participants. New services will be implemented through the development of project management plans that include timelines, tasks, deliverables and the staff responsible. Implementation, delivery and revision of services will be coordinated through a *Quality Assurance Team*, coordinated by the City Librarian and composed of staff and others with a composition relevant to services delivery for this population.

### Special Services

*Adult Literacy* -- The Library's Adult Literacy Program volunteer tutors will provide basic reading and writing skills to adults aged 16 and older. One-to-one literacy tutoring, homework assignments and written support materials will be provided to participants. Volunteer literacy tutors will be recruited and trained by library staff.

*Book Express* -- Book Express began in the fall of 2000. Volunteers deliver books to individuals who are unable to get the library due to physical disabilities. Library patrons who are ill or injured with a confinement expected to last 4 months are eligible for the Book Express (BE) Program. Book express volunteers & library staff are dedicated to establishing a skilled, caring, friendly service oriented team to assist our community in providing library materials. The BE Volunteer Coordinator will stay in touch with volunteers and home-confined patrons to ensure the most effective operation of this community outreach program. The Coordinator trains volunteers in special requirements of home delivery of library materials. We currently have 15 volunteers for this program.

*Lecture/Discussion Series* - These programs cover a wide variety of topics and have different purposes and expectations, and audiences will vary. Lecture programs may provide information on daily living topics from low fat cooking to investment information to family relationships. Elderhostel programs offer formal education activities in areas from jazz to botany. Book discussions stimulate intellectual activity and social interaction; reminiscence programming for older adults allows them to validate and analyze their experiences and sometimes share them with another generation, either through direct interaction or through recording in print or on tape.

*Passport Processing Program* --Passport application forms will be available at the library. The new library intends to accept applications and provide processing services for fourteen hours a week. Approximately 140 persons can be processed during that time.

By processing passports, the library will reach a broader number of community members, encouraging the use of the facility. This will give the library exposure on the Federal passport website, expand the service area, and provide a revenue source (current revenues are approximately \$50,000). A \$30.00 fee is charged for each

passport application processed. In addition, this library service provides a more convenient location to the area residents, who would otherwise need to travel to Los Angeles or access the Sun City Post Office during limited hours.

*Computer Literacy.*--Class instruction will range from basic computer skills to more advanced researching techniques. Lesson plans will be developed to provide online research strategies and curricular units to support specific classes such as GATE, AP, and Career Selection/Advancement.

Other skills that will be taught include

- Searching techniques on the Internet.
- Narrow the hits.
- Differentiate between reliable and unreliable sources.
- Searching specific topics in a workshop- genealogy, careers, scholarships, etc.
- Simple techniques- printing, creating email, answering email, using the mouse.

Instruction will be conducted by the senior librarian and volunteers as needed, based on one tutor for each student.

## COLLECTIONS

The collections within the Murrieta Public Library help “ensure each patron population is well-supported in information resources for learning, literacy, and leisure activities, in line with its Mission” In addition to addressing the reading needs and interests of the community, the collection will be developed to enhance the projected services and programs.

“An information-literate populace fully participates in the workplace, in their education, and in community and family life.”

### Categories of Collections

In addition to supporting the needs and interests of individuals, they will also support educational, civic and cultural activities of the various groups and organizations within the community. Some collections will be housed in specific designated spaces within the library. Special interest and special Needs materials may be intermingled with materials of the genre (fiction/non-fiction, reference, etc.) Collections that will be housed in the Murrieta Public Library include the following:

- Browsing
- Reference Collection
- Fiction and Nonfiction Collection
- Children's and Juvenile Collection Books
- Young Adult Collection
- Periodicals Collection
- Audiovisual Collection
- Career and College Materials

*Browsing Collection* – This collection will include new best sellers and popular book club editions Community organizations and individuals will be encouraged to donate new books for display and check-out within this collection, as is the practice at the temporary library.

*Reference Collection*--Two categories of reference materials will be provided -- Reference and Ready Reference. Ready reference is high-risk items or those items a librarian feels are useful sources to staff in answering questions that are used on regular basis. Encyclopedias and dictionaries are typical ready reference materials. ValueLine and Morningstar are high risk. Those items are extremely expensive and used hourly. Ready reference is kept behind the reference desk staff on shelving with identifiers so patrons checking the catalog know they are in a special collection.

Other reference materials are kept on shelves and may be selected by patrons without staff help. These may not be checked out.

*Fiction and Nonfiction (Adults)*--The *Community Library Needs Assessment* indicates a high interest in best sellers and non-fiction materials that reflect the residents' backgrounds and interests (e.g., materials relating to small business, parenting, art, photography, local history). This is based on circulation statistics, trends, and patron input. Due to the 800 new building permits the city processes each year, new home type books are needed-spas, patio covers, window treatment, decorating ideas, yards, etc.

With a larger area for collections, the new library can include travel guides. These would be helpful to the many users of the Passport Processing Program. Some of these are parents adopting children from other lands and they must travel to these countries to meet and then later bring their children to the United States.

Nonfiction books with a technology focus will also be housed. These would include topics such as, web-based instruction, Educational Technology and, Distance Learning: For seniors, current reading material in both fiction and non-fiction will service this population. A review of borrowing rates found that seniors frequently check out bestsellers and current paperbacks and make requests for large print versions of new fiction bestsellers. Non-fiction interests have included genealogy and money topics (mutual funds, living trusts, etc.) Murrieta has a number of “senior residences” including Colony, Murrieta Hot Springs, Amanda Park and three assisted living facilities. Book delivery to such areas is provided through Book Express, described in the Programs section of this document.

*Children’s Collection*—This collection will include children's current magazines, “Easy Readers” (also called chapter books) and picture books. The collection will also include juvenile fiction and nonfiction. The current temporary library has a parenting shelf and this will be continued and enlarged in the new library. It includes picture books that write about sensitive subject matter for the young such as death, divorce, homosexuality, aging, even the death of a pet.

The children’s portion of the library will also have a reference desk. Ready reference materials kept behind the desk of the children’s librarian may include such items as Connecting Kids and the Internet: A handbook for Librarians, Teachers, and Parents (2nd ed.). New York: Neal-Schuman; and, Elizabeth Thomsen, ed. Reference and Collection Development on the Internet: A How-to-do-it Manual. New York: Neal-Schuman Publishers, 1996. Usually, the librarian will choose to purchase an additional copy for circulation. Reference books of interest to children will also be made available for use while at the library.

The library will maintain class assignment materials for local schools. Popular assignment topics will be kept in temporary reference. The school-related offerings will be developed to supplement rather than duplicate or replace existing school library collections.

*Young Adult Collection*--As young adults have differing interests, a collection separate, specific and current to their needs and interests will provide an opportunity to encourage their participation and utilization of library services. This will be a place to keep popular fiction for the young adult collection. There will be magazines also kept in this area. Current reference materials, professional tools and materials needed by adults working with young people are part of the collection.

*Periodicals*-- Traditional magazines will be here. Local papers and major papers will be available. Magazines will then be chosen to reflect the needs of the community. Specific interests identified through the Community Needs Assessment process, including interviews with key informants and research, will include home- crafts and decorating, home building, family, parenting, trip planning, small business planning, scholastic topics, gardening and current events

*Audiovisual Collection*—This collection will include the following formats: Video Cassette, Audio Cassette, Audio Book Cassette, Audio Compact Disc (CD) and DVD. Along with popular titles, educational and informative (nonfiction) materials will be provided.

These collections are frequently used by people who are sight or hearing impaired, who enjoy audio books and closed-captioned videos. Commuters, comprising a significant number of Murrieta area residents, will enjoy having a wider selection.

Steve... stopped by the library late Thursday afternoon to stock up on enough books on tape to get him through a 10-hour road trip... he can definitely see a need for a bigger facility.”<sup>2</sup>

*Career and College Materials*--For prospective college students, materials conducive to the types of general education classes available at the local colleges will be available. Other materials to be provided will include test manuals (college prep, vocational, GED).

*Special Interest and Special Needs Collection*—The collection will include topics such as heritage, horticulture and genealogy materials. Some of these materials will be provided “in the stacks” with fiction or nonfiction books.

Other items will be housed in other places, for example in the Computer Resource Center. These materials will include software training manuals, books on how to use the Internet for research and communications, and self-paced progressive learning materials. *Please also refer to the Technology section of this document for further details regarding the Computer Resource Center and its collections.*

To accommodate the community’s need for a central resource for researching and viewing historical and cultural information, the Murrieta library will provide a reference section of historical and genealogical materials, including books, yearbooks, historical records, family histories, photographs, etc from the “Colony Cousins” neighborhood group. We also have local history books written by local authors. The library will encourage donations of books from local residents of historical significance.

*Special Needs Collection*—These will include large print materials and assistive reading devices, such as magnifying equipment and special computer workstations (for enlarged viewing). Books on tape and close-captioned videos are provided in the Audio-Visual collections. A special collection of materials ranging in literacy levels will be maintained and supported through literacy grants.

### **Formats**

Collections will be available in many formats, including information in print and audio, video, electronic and computer formats. Some software will be available for checkout, as will some video instructional materials. Through the Computer Resource Center, patrons will be able to download materials from the Internet or from the library. Patrons may also email items to their home or business accounts.

---

<sup>2</sup> Bigger library a priority of Murrieta residents. North County Times. 5/4/01

In addition to books, magazines and newspapers, print materials will include pamphlets and newspaper clippings (as reference materials). The pamphlet file will be retained in a file cabinet with check out privileges. Newspaper clippings are currently in reference and will most likely stay that way as they need of preservation is important. We also will have a photograph collection that is being donated by a local resident. These will be available for review in the Heritage Room.

### **Collection Development**

Staff within the temporary Murrieta Public Library developed a Materials Selection Policy that has been approved by the City Council. This document is provided in the Appendix to the Plan of Service. In addition to developing collections for the new public library in accordance to this policy, staff calls on their own experiences and professional training. Below is an excerpt from a discussion about the general thinking process for core collection development

*Core collection? Adult: fiction, you buy classics, popular authors (Louis L'Amour, Steinbeck, etc.) and bestsellers, non-fiction you buy small businesses, law (NOLO press), encyclopedias and directories, dictionaries, religion, travel, all the Deweys in a general sense. Children: fiction includes Caldecott and Newberry award winners, honor books, classics and non-fiction is mostly animals, cars and class assignments.*

*Bestsellers are prominent in Murrieta. Travel is high. Home improvement (drapes, shabby chic) and spas, yards are big. We think it is due to the incredible rate of new home building in our city. Class assignments determine much of the non-fiction collections for children and adult.*<sup>3</sup>

Furthermore the staff review check out records to identify patterns of usage. They also review readers' requests for items that are not currently available at the temporary library. Findings over the last year include the fact that materials from the children's collection comprise 62% of the temporary library's outgoing materials. This fact both demonstrates an unmet need and an opportunity for additional collection development.

The Materials Selection Policy includes information on "best practices" guides that may be used to aide in collection development. Guides from the American Library Association, the Public Library Association and the California Library Association are often consulted. Other resources that may be consulted include:

Managing and Analyzing Your Collection by Carol A. Doll and Pamela Petrick Barron  
Excellence in Library Service to Young Adults by Mary K. Chelton.  
Genreflecting: A Guide to Reading Interests in Genre Fiction by Diana TixierHerald)  
What do me read next by Steven A. Stilwell  
A to Zoo: Subject Access to Children's Picture Books by Carolyn W. Lima  
*Information Power: Building Partnerships for Learning.* American Library Association

---

<sup>3</sup> Personal communication, Diane Satchwell and Trudy Kilian, March 3, 2003,

## HOURS OF SERVICE AND STAFFING

The Library hours of service for the public.

Day	Open	Close	Total Hours per Day
Monday	10:00 am	8:00 pm	10
Tuesday	10:00 am	8:00 pm	10
Wednesday	10:00 am	8:00 pm	10
Thursday	10:00 am	8:00 pm	10
Friday	10:00 am	5:00 pm	7
Saturday	10:00 am	5:00 pm	7
Sunday	Closed	Closed	0
Total Hours per Week			54

The hours above will be available to the public, including adults and children. Students will be able to access staff assistance and library resources during non-school days and hours at these times.

The Library hours of service for class visits to the Computer Resource Center are depicted in the Table below.

Day	Mornings	Afternoons	Total Hours per Day
Monday	9:45 to 11:15 am	1:15 to 2:45 pm	4
Tuesday	9:45 to 11:15 am	1:15 to 2:45 pm	4
Wednesday	9:45 to 11:15 am	1:15 to 2:45 pm	4
Thursday	9:45 to 11:15 am	1:15 to 2:45 pm	4
Friday	No Student Services	No Student Services	0
Saturday	No Student Services	No Student Services	0
Sunday	No Student Services	No Student Services	0
Total Hours per Week			16

The above hours will be reserved for class visits for computer research instruction during the traditional school year. Service hours for student classes will be in 45-minute increments. The Center will be open up to one hour prior to library daily closings for students and public users. This can be revised as class start times change at the School District level.

### Providing Adequate, Qualified Staffing

The below information summarizes decisions made in staffing the new facility. These decisions were based on a number of factors. The current City Librarian manages the temporary library facility. She has managed the development of four libraries of a similar size and serving a similar population as the new Murrieta Public Library. She and other City staff members developed the staffing configurations for the new library based on such expertise. Along with other City staff, the City Librarian also visited similar facilities in other parts of California. The operating budget for the proposed library was developed in consideration of staffing the positions listed below.

<b>The number and classifications of Library and School District staff members</b>				
Classification	# of Staff	F/T	P/T	FTE Total
City Librarian/Library Director	1	1	0	1.0
Senior Librarian	1	1	0	1.0
Adult Librarian	1	1	0	1.0
Children's Librarian	1	1	0	1.0
Office Specialist	1	1	0	1.0
Info Systems Tech I	1	1	0	1.0
Secretary	1	1	0	1.0
Paraprofessional	1	0	1	0.5
Library Assistant	5	2	3	3.5
Library Clerks	9	4	5	6.5
Library Pages	8	0	8	2.5
Total Staffing	30	13	17	20

The proposed staffing level for the new library represents a very efficient operation. An analysis of the proposed staffing levels for the new library reveals that the amount of staff per 10,000 population is equal to about 3.90 FTE. A research brief published by the California Institute for County Governments in May of 2001 ("Variation in Funding and Service Levels Among California Public Libraries" by Coleen Moore and Matthew Newman) indicated that the average staffing levels for municipal libraries in California was about 5 FTE per 10,000 population.

Roles and responsibilities of the above staff positions are described below. Job descriptions, on file with the City Librarian, include more details about each position, including the required qualifications for hiring. Some of the part-time employees might be phased in, as increasing patronage and additional materials, resources and programs are developed in the first several years.

*City Librarian/Library Director*-- Tasks include: Manage, supervise and coordinate the activities of the City Library; coordinate library activities with other City Departments; provide highly complex staff assistance to the City Manager; develops and manages goals and objectives, policies and procedures; develops new or modified systems; develops and administers the library budget and forecasts needs for staff, funding, equipment and other expenses; prepares grant proposals; trains and evaluates staff; acts as City liaison to the local community.

*Senior Librarian*-- Tasks include: plan and organize operations of a Library Branch; Direct and supervise operations of a Library Branch; Promote service of the Library through publicity programs and participation in community activities; Make decisions on selection and retention of Branch materials; Attend various meetings and workshops on Library programs and procedures; Work at Public Services Desk.

*Adult Librarian--* Tasks include: provide instruction in the use of library to all patrons; answer a wide variety of questions; Plan and implement children's services under direction of City Librarian; Conduct presentations; Arrange, prepare and conduct tours and visits under the direction of City Librarian; Provide functional supervision as necessary' Collect statistical data

*Children's Librarian—* Tasks include: coordinate development of children's' collections and services; coordinate and administer children's story time and other programs; performs a variety of library functions; assists library patrons with their informational needs;

*Office Specialist—*Administrative support for librarians; manages calendars, operates office machines, transcribes notes, attends meetings, office management, line supervision. .

*Info Systems Tech I—*This position will be under the circulation department, supervised by the Office Specialist. The info tech person will be responsible for assisting with any upgrades or changes in the automation system; liaison between library and automation vendor; keep software current and record licensing requirements and information; work with senior librarian in establishing a training program for volunteers; interviewing volunteers for appropriateness of tasks; liaison with school and library for promoting CRC parameters as far as technology is concerned; alert staff to availability of workshops and training,

*Secretary--* Tasks include typing, processing passport applications, arranging meetings, filing, creating forms, organizing standard operating procedures, taking minutes and sending packets for LAC meetings, answering phones, processing invoices.

*Paraprofessional--* Tasks include provide instruction in the use of library to all patrons' answer a wide variety of questions. Answer reader guidance questions by all patrons, help plan and implement children's services under direction of City Librarian, Conduct presentations, prepare flyers and news releases, Arrange, prepare and conduct tours and visits under the direction of City Librarian, Assist in collection development, Provide functional supervision as necessary and collect statistical data. The part-time paraprofessional will work 20 hours per week

*Library Assistant--* Tasks include: assist with opening and closing the facility; help patrons of all ages use basic reference materials and sources; operate library equipment; assist with library programs, displays and publicity. Each part-time library assistant will work 20 hours per week.

*Library Clerks--* Tasks include: check materials in/out of library; calculate, collect and record fines Assist as directed in Summer Reading Program; Assist on the clerical desk, Sort and shelf books, periodicals and audiovisual materials, Straighten and restore order to library. Read shelves for accuracy. Perform opening and closing procedures. Answer directional questions only. Refer all questions to the information desk. Take materials to the Friends of the Library Bookstore. Assist as directed by Supervisor. Perform clerical tasks. Each part-time library clerk works 20 hours per week

*Library Pages--* Tasks include: Sort and shelf books, periodicals and audiovisual materials; Straighten and restore order to library; Relocate out-of-sequence materials if appropriate; Complete procedures prior to opening/closing; clerical tasks and other duties as assigned.

<b>TABLE OF STAFF HOURS</b>						
<b>Staff Position</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
City Librarian	8-5	8-5	8-5	8-5	8-5	On Call
Sr. Librarian	11-8	11-8	9-6	9-6	8-5	On Call
Ad Librarian	9-6	11-8	9-6	11-8	8-5 alternate	Fri/Sat
Ch Librarian	11-8	9-6	11-8	9-6	Fri/Sat	8-5 alternate
LA 1FT	11-8	9-6	9-6	11-8	8-5 alternate	Fri/Sat
LA 2FT	9-6	11-8	11-8	9-6	Fri/Sat	8-5 alternate
LA 1PT	Off	1-5	11-8	9-6	11-5	11-5
LA 2PT	1-5	4-8	Off	Off	11-5	11-5
LA 3 PT	*					
Office Spec	11-8	9-6	11-8	9-6	8-5	Off
Lib Clerk 1FT	11-8	11-8	9-6	9-6	Fri/Sat	8-5 alternate
Lib Clerk 2FT	9-6	9-6	11-8	11-8	8-5 alternate	Fri/Sat
Lib Clerk 3FT	11-8	9-6	11-8	9-6	Fri/Sat	8-5 alternate
Lib Clerk 4FT	9-6	11-8	9-6	11-8	8-5 alternate	Fri/Sat
Lib Clerk 1PT	12-6	Off	Off	Off	10-5	10-5
Lib Clerk 2PT	4-8	4-8	4-8	Off	Fri/Sat	8-5 alternate
Lib Clerk 3PT	10-2	2-6	Off	4-8	8-5 alternate	Fri/Sat
Lib Clerk 4PT	*					
Lib Clerk 5PT	*					
Secretary	8-5	8-5	8-5	8-5	8-5	
Info Tech	11-8	9-6	9-6	11-8	8-5	On call
Para-professional	3-8	Off	3-8	Off	12-5	12-5

\*may not employ until 2<sup>nd</sup> or 3<sup>rd</sup> year.

### **Volunteers**

Libraries may exist with public funds, but volunteers help them flourish. Artists, computer experts, gardeners, retired staff, and many others donate their time to decorate buildings; create and maintain databases; demonstrate new technology to the public and staff; weed library grounds; check books in and out; provide reference service to the public; mend books; answer phones; keep books in order and perform many other tasks.

This program enables Murrieta Public Library to benefit from the talents, abilities, and expertise of a wide variety of community volunteers. In turn, volunteers gain an opportunity to contribute to and serve their community. Their help is intended to supplement or enrich the service program of MPL. Volunteers will not displace a paid worker or be a substitute for classified staff.

Volunteers must:

- respect the public and be responsive to its needs
- be willing to learn
- meet the schedule and length of service negotiated with the Library
- participate in a scheduled volunteer program with specific time commitments and follow the general rules of the library.
- make a regular, long-term commitment of at least three months. (Special projects of a shorter duration can also be assigned).

The volunteer structure will include one non-paid Volunteer Coordinator, and one Lead Volunteer for each service assistance program developed and implemented. Depending upon their assigned role, volunteers have different regimens of training and supervision. Computer assistant volunteers will go through a training program to be available in the Computer Center. Volunteers will be available to assist in the center under the direction/supervision of a Murrieta Public Library staff member. Community service student volunteers will help with class visits and research. They will also be working with school district tech person to update the web pages.

Volunteers can provide services that enhance programming and collection. Book express Staff to purchase large print materials- volunteers to delivery materials to patrons. Guest readers Volunteers to be trained in reading to children-staff to assist in selection of appropriate material and how to read to patrons. Staff to establish programs such as summer reading and volunteers to carry out programs through processing children with reading logs and awarding prizes.

## **JOINT VENTURE PROJECT**

The City of Murrieta and the Murrieta Valley Unified School District (MVUSD) are committed to the long-term success of the Joint Use Agreement that is responsive to the findings of the Community Needs Assessment. Through student, teacher, library, and community surveys as well as research, the Community Library Needs Assessment identified the need for K-12 children to have greater access to computers, online reference and research materials, computer literacy training, and ESL materials. It also demonstrated the need for children to access homework remotely. Needs Assessment findings indicate that Murrieta schools are overcrowded and do not allow each child to have quality computer time due to computer to student ratios. In fact, some MVUSD elementary schools do not have the ability for K-3 children to use computers at all.

## **COMPUTER RESOURCE CENTER**

The Computer Resource Center was the program that was developed in response to Needs Assessment findings and conversations with MVUSD staff and teachers. As this is primarily a technology-based program, it is described in detail, along with specific needs to support these services, in Section VII on Technology. Services include computer and internet access, computer literacy training, online research technique instruction, electronic reference library, assignment link (to teacher assignments), academic achievement support, and educational software.

Sample needs assessment findings supporting these services are as follows (for more detail, see Section VII): Out of eight possible variables, four students surveyed put word processing as their top priority, nineteen put it as number two and fourteen put it as number three. The need for greater Internet access time for research, access to resources for school-related assignments, and for personal enrichment was one of the top priorities identified by the Student Survey. Thirty-one students, or 32% placed Internet access as their number one service priority for the new library, and 16% rated it as their number two priority. Of seven elementary school teachers surveyed, six stated that school collections and computer resources are not meeting student needs. When asked, "Are students able to use computers at your school as often as you think they should?" 6 of the 7 teachers responded "no." Teacher's perceptions are that children do not get enough computer time at their schools.

## **TEMPORARY LIBRARY SERVICES PROGRAM**

Another major Joint Use program is the Temporary Library Services Program (TLSP). In conversations with the MVUSD Superintendent and teachers, the Library observed a need for supporting school library development during the construction of new libraries. Due to Murrieta's phenomenal growth, a new school has been built every year in the past five years. Future growth projections also involve the construction of many new schools, including two in 2003 (one middle school and one high school). During the construction and opening of these schools, the ability to house a school library with a full collection is often challenging and a task left for later.

The Murrieta Public Library, in cooperation with MVUSD, will house copies of textbooks and class assignment materials in order to assist students during this transition period. Based on available space, the Library will also house some materials typically found in school libraries, to be transferred to the schools when they open their own libraries. These materials, including textbooks, will be contributed by MVUSD.

## VI. JURISDICTION-WIDE SERVICE

The City of Murrieta, one of the fastest growing new cities in California, is in dire need of a public library. The only local library services available to Murrieta residents are provided in a temporarily leased building with limited capacity – less than 4,000 square feet of useable space for a community of 51,600 residents.

As part of an ongoing effort by City leaders to involve residents in the Library planning process, Murrieta residents met to discuss the library needs of the community. Various stakeholder community groups attended the meeting, including senior citizens, Friends of the Library, a City Council member, members of the Garden Club and other local organizations. Murrieta residents expressed frustration with the lack of an adequately designed, full service library. An informal poll of the meeting's participants indicated that 40% of the time, they drive beyond the City limits to visit another library because they know that they won't be able to find what they need at the temporary facility. This is not a viable solution for those segments of the community that lack the means to travel to another facility. The Community Needs Assessment reveals that the community as a whole views a new library as an essential component of City services.

The proposed project is the first full-service permanent public library within the City of Murrieta's jurisdiction. Although there is no specific Master Plan for library facilities, the community has articulated the need of such a facility in other planning documents. The Historic Murrieta Specific Plan is an outgrowth of the City's General Plan and a tool for implementing the General Plan's goals and policies; it incorporates the City's intent to build a public library. The purpose of the Specific Plan (which was adopted on October 3, 2000 and later amended on March 20, 2001) is to provide a clear vision for future development over the next 10 to 15 years.

The Specific Plan outlines the future of the Town Square (Downtown) area, along with the activities and services provided therein as the governmental and cultural headquarters of the City. The plan for Town Square, which includes the new Library, also accommodates a variety of businesses, residences and government services in an attractive environment that creates a strong sense of individual identity within the larger community. The Specific Plan provides a foundation for achieving the "vision" that residents and City leaders hope to accomplish, including a full service public library.

The location of the Library facility ensures that future expansion to enhance Library services is possible. The 25,000 square foot facility includes a garden area that can be used for 15,000 square feet of future expansion. At first the new Library will serve as the City's main full-service Library. However, residents in various community meetings have expressed the desire to investigate branch libraries in the future. As the city is expected to expand by 108% over the next twenty years, the demand for specialized interests and neighborhood services in branch libraries will certainly increase. The Library will evaluate the need for library services on a yearly basis and intends to create a five to ten year Library Master Plan once its first permanent facility is secured and developed. This Library Master Plan will detail the demographics and interests of each potential neighborhood branch, the relationships between the library facilities, goals and objectives of the library system as a whole, and priorities for developing branch libraries to enhance the delivery of library services.

## VII. Implementation Plan

The Murrieta Public Library will implement its Plan of Service during the twelve-month period prior to the projected opening of the public library building (by November 2005). It will also conducting ongoing planning activities to ensure that the Library system continues to be relevant over the next forty years.

### **Implementation Activities**

The following activities are the major milestones to be accomplished in order to ensure that the new Murrieta Public Library will be fully staffed and that all programs and collections are in place for the Opening Day.

The current positions at the temporary library are:

- one full-time City Librarian
- one full-time Senior Librarian
- one full-time Paraprofessional
- one part-time and two full-time Library Assistants
- two full-time Senior Pages
- one part-time Page.

During the transition to the permanent library facility, these staff members will continue in their current positions, with the exception of the following changes – the Senior Pages will become Library Clerks and the City Librarian will be titled the Library Director.

During months 1-3, the City Librarian/Library Director will finalize all job descriptions for the new facility. Positions include City Librarian/Library Director, Senior Librarian, Adult Librarian, Children's Librarian, Paraprofessional, Office Specialist, Information Systems Technician, Secretary, Library Assistant, Library Clerk, and Library Page. By the end of month 3, the City Librarian/Library Director will submit all job descriptions to the City's Human Resources Department for review. The HR Department conducts all hiring and recruiting of City staff.

During months 3-6, the Senior Librarian will select and order new library furniture and equipment according to the Building Program specifications, to be installed during the construction process.

During months 4-12, the City Librarian/Library Director, along with the Senior Librarian, will select and acquire materials to complement the temporary library collection and to reach the goal of shelving 97,000 volumes. The temporary library has 27,000 materials in its current collection and 5,000 materials in storage. Building upon the temporary library collection, staff will begin the purchasing process. Before ordering new acquisitions, the library staff will determine a storage unit for the materials that has been processed and can allow materials to be added quickly and easily to the collection.

Attention will be paid to the needs of various populations as documented in the Needs Assessment, and the Plan of Service will serve as a guide for collection development. Materials will be stored and sorted by library staff and volunteers until the new library facility is opened.

During months 6-9, the City Librarian/Library Director will start the hiring process for new staff positions. The City Librarian/Library Director will work closely with the City's Human Resources Department in this process. The first priority will be the full-time Information Systems Technician

and Office Specialist positions. Other new positions required will be one Senior Librarian, one Secretary, one Adult Librarian, one Children's Librarian, two Library Assistants, and two Library Clerks [full-time]; and three Library Assistants, five Library Clerks, and seven Pages [part-time].

During months 6-12, the Senior Librarian will update the Library's standard operating procedures manual to include all of the new services of the library. The manual will need to include the input of the City Librarian/Library Director, Library Advisory Board, Murrieta Valley Unified School District, and community groups in the guidelines for uses of the Theater and the Computer Resource Center.

During months 6-12, the City Librarian and Library Director will work closely with the School District and Superintendent to coordinate the Joint Use project, the Computer Resource Center, with teacher and student uses. Coordination will also occur with the School District's technology specialist as to the set-up of the Computer Resource Center.

During months 7-12, the City Librarian/Library Director will coordinate the move of materials, furniture and equipment from the temporary library facility to the permanent library facility. The City Librarian/Library Director will work closely with the City Council, City Manager, and Project Manager to determine the earliest date that the building will be available for occupancy. Ideally, new equipment and collections can be installed in the building during month 8 by staff and volunteers. These materials will be organized during their acquisition throughout months 4-12. Materials from the temporary library will be moved during month 10, just prior to opening.

During months 8-12, the Library staff will conduct visits to local schools and teacher meetings to educate teachers and administrators on the available hours and services dedicated to student use and class visits.

Also during months 8-12, the library staff will plan an opening ceremony for the new library facility. A wide range of community members will be informed about the new library and services through outreach efforts conducted by library staff. This will be coordinated with the City's Management Systems Analyst, who coordinates many major City events. The City administration will assist by preparing many of the mailing lists. Planning will need to begin 4 months prior to opening, as many dignitaries will be invited.

During months 9-12, senior library staff will develop general operations procedures at the new library and train new staff members. The Senior Librarian, along with the Library Assistants and Library Clerks, will transfer library programs from the temporary facility and to initiate programming based on the Plan of Service. They will coordinate with local schools and community groups (such as the Garden Club and XYZ Club) to conduct these programs.

### **Future Planning**

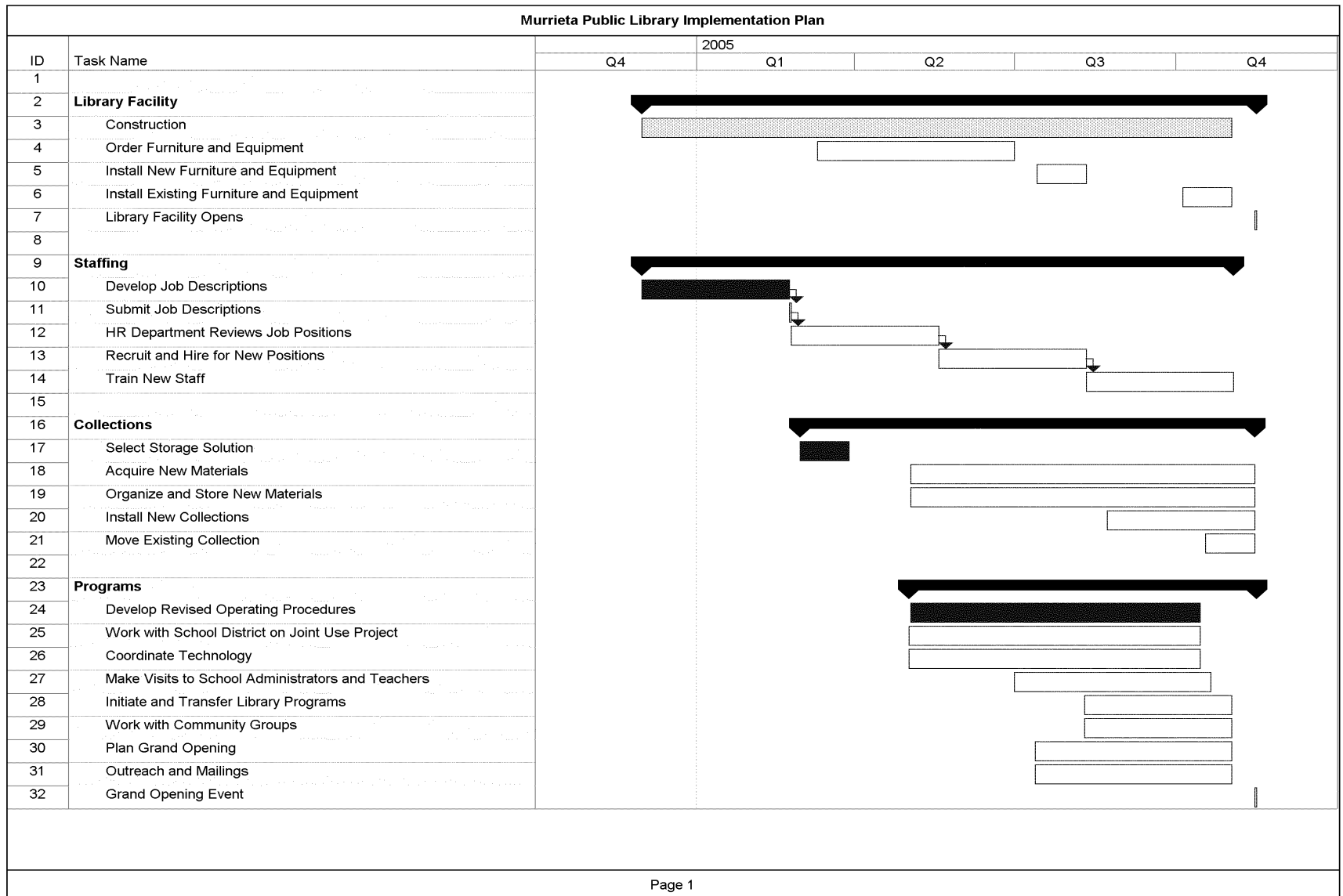
Future planning is an ongoing commitment of the Murrieta Public Library. After the Grand Opening of the Murrieta Public Library, the senior library staff will continue to work cooperatively with the School District to periodically review joint uses and determine if changes need to be made. An ongoing evaluation between teachers and Library of joint services is also important. These activities will be conducted according to the terms of the Joint Use Agreement.

When the Library opens, staff will have in place a system for recording daily statistics to use as part of an annual review. Each year, senior library staff will conduct a review of patron usage, needs, and qualitative comments to ensure that the library continues to serve the needs of the primary library user populations. Tally sheets will be part of the reference staff responsibilities.

Staff will also review funding/income potential and determine how the library can best maximize its existing and future resources to ensure a full service library.

All Library staff will meet weekly, and the City Librarian/Library Director will meet with other City Directors on a weekly basis. The City Librarian/Library Director will communicate with the City Manager at a minimum of annually to ensure that the Library and future branches are coordinated with the City General Plan and other developments throughout the City.

At a minimum of every five years, the City Librarian/Library Director will re-evaluate the entire library for any needed major modifications, including problems with the capacity of the library facility; recommended changes and improvements so that the library may deliver the highest level of service to the largest number of patrons, or those most critically affected by a particular issue; the cost of any proposed changes; a prioritized list of improvements; and information about the strengths and weaknesses of the library.



**THIS PAGE INTENTIONALLY LEFT BLANK**

## VIII. Executive Summary: Technology Plan

### NEEDS ASSESSMENT FINDINGS

The Community Needs Assessment process helped guide the plan for the physical structure of the library, its services, staffing, collections, outreach and programming components. The Needs Assessment also provided information about the desired technology components of a new library. The community looks to the Library to provide state-of-the-art technology for easy and free access to the public. Public feedback at meetings and in surveys showed a need in the following areas:

- Availability of hardware, software and instruction to the ever-changing technology.
- Computers and printers for word processing projects, Internet access, databases and an online catalog.
- Access to PCs and software due to failure to personal equipment in the homes of the residents.
- Seniors have requested introductory instruction and specific Internet searching to include genealogy and understanding general search engine techniques.
- Virtual tutoring within the Computer Resource Center

The Needs Assessment also focused on the needs of K-12 students. A February 2003 survey of teachers in the School District, detailed in the Needs Assessment, determined that priorities for the Public Library were additional hours of library service, access to grade appropriate computer programs, and additional library resources to support more challenging projects. The survey also indicated that approximately 73% of the students in the School District have Internet access through home computers. There are 27% of the students who currently have no computer or Internet access for homework. A similar survey of high school students determined that Internet access and computer access are the top priorities for technology components of a new library. Often, students are limited to certain hours at their schools, there are not enough computers to go around, and long waits for computer time frustrates them.

**Implementation:** Murrieta's new library will contain 53 workstations within 25,000 square feet of space, including the twenty in the Computer Resource Center. The full array of technology components (discussed in greater detail below) that will be implemented at the library include: The Computer Resource Center, General Use Computers, Staff Equipment, Computer/Telecommunications Room, and various cable and networking components. In addition, various Enhanced Technology Based Information Resources will be implemented at the new facility. The responsibility for implementation of these components will be with the City Librarian, with assistance from the Library Information System Technician, Vendor staff, and City Information Services staff.

### ***Summary of Services***

Murrieta's technology plan is the foundation that will guide the library in providing relevant technology services that are responsive to community and K-12 needs identified in the *Community Library Needs Assessment*. Murrieta residents have clearly expressed the need for a library with the size and capacity to serve as an educational and learning institution whose key components include new technology. In order to address these needs, the following goals will be implemented:

**Goal 1:** To build and furnish a library whose size and equipment reflects the technology needs of stakeholders.

This will include implementation of *The Computer Resource Center (CRC)*. The CRC will be an appropriately configured technology headquarters for student use during school hours and general use during other hours.

**Goal 2:** Provide enhanced technology-based information resources to patrons.

The Library will review and utilize different technology-based information resources to assist patrons, including Library Home Page and Online Public Access Catalogue (OPACs), online and electronic databases, websites, software and CD-ROM programs, and other internet resources.

**Goal 3:** Ensure electronic collections complement and enhance standard collections for the fullest range of information resources.

The growth of electronic publishing, including independent publishers, provision of non-copyrighted materials, institutional websites, and many other venues, challenges the Library to carefully select and weed materials to build an electronic collection that not only complements but also enhances the existing print and audio-visual collections.

**Goal 4:** Provide technology training to patrons and staff.

The technology training team will include a combination of technology consultants/trainers and skilled library volunteers. The team will not only conduct trainings but will develop a set of inter-related curricula so that the trainings may be easily adapted for use by library staff and other trainers.

**Goal 5:** The Library will provide technology-based resources, equipment, and services to enhance the academic performance of local students.

This will include computer and Internet access, computer literacy training, online research technique instruction, and electronic reference library, Assignment Link, and education software.

## **Integrating Appropriate Technology in Response to Community Needs**

Murrieta's technology plan is the foundation that will guide the library in providing relevant technology services that are responsive to community and K-12 needs identified in the Community Library Needs Assessment. A common theme throughout the Needs Assessment findings is the great demand for computer and Internet services from many segments of Murrieta's population. This was demonstrated through survey results, including written student, teacher, and library patron surveys. \* These surveys showed that the community and K-12 population need access to computers, the Internet, computer literacy training, word processing, electronic research and reference materials. Only 8% of 219 library patrons surveyed said they accessed the Internet at school, while 10% said they accessed it at the temporary library. Teachers and students alike were emphatic about the need for more and improved technology services.

### **a. Implementing Information Technologies to Leverage Resources**

Murrieta residents have clearly expressed the need for a library with the size and capacity to serve as an educational and learning institution whose key components include new technology.\* Therefore, Murrieta's goals are to:

**Goal 1:** \*Build and furnish a library whose size and equipment reflects the technology needs of stakeholders.

Of the proposed library's 25,000 square feet, 984 net assignable square feet will be allocated to technology. 282 square feet is non assignable for a gross square footage of 1,266 or 5% of the library's space.

*The Computer Resource Center (CRC).* The CRC will be an appropriately configured technology headquarters for student use during school hours and general use during other hours. Most students are currently lacking the computer resources to assist them in meeting or exceeding their academic goals. The Computer Resource Center will provide twenty workstations with twenty printers. An instructional environment includes a projection screen and staff work area.

\* *Online Public Access Catalogs (OPACs).* Access for public use will be made available through nine public OPAC workstations networked to six shared printers.

*General Use Computers:* Three computers and three printers will be located throughout the Library to accommodate general computer use, including word processing, internet research, and other educational activities.

*Staff Equipment:* Library staff will use 20 computers with 14 networked printers. The computers will serve multiple staff purposes, including administrative use, circulation functions, and staff use in various Divisions, including the Children's Library and Staff Workroom where materials are received and sorted.

*Computer/Telecommunications Room-*The equipment within this 282 square feet room will provide adequate support for the library's technology infrastructure.

Three stacked HP 2524 switches providing a total of 72 available Ethernet 10/100 data ports will be implemented as the central switch. The equipment in the Computer/ Telecommunications

Room will consist of two Windows 2000 servers, to be upgraded when determined by future technology needs assessments. One server will function as the e-mail server, and the other will provide domain controller, file, and print services. All equipment will be rack mounted. An APC Smart-UPS XL 2200 VA RM 3U 120V + 1 battery pack will be required to supply 45 minutes of uninterruptible power to the rack mounted equipment.

The telephone system will be a Tadiran system that is the City of Murrieta standard. It will be interconnected to the main City system.

- The following equipment will be utilized:

Equipment	Number
CD Tower	1
Console, Computer System	1
Disc Drive (External)	1
DSU/CSU Telecommunications Device	1
Printer, Pin / Tractor Feed w/Stand	1
Rack, Computer / Communications Equipment	2
Rack, Computer / Communications Equipment	1
Rack, Computer / Communications Equipment	1
Router / Switch	1
Router / Switch	1
Router / Switch	2
Safe Data / Tape Carrier	1
Server, Desktop / Rack Mount	2
Tape Drive, External DAT / Cartridge Tape	1
Telecommunications Backboard	2
Telecommunications Backboard	1
Telecommunications Equip/Hub/Multiplexor	1
Telephone Central Station	1
Telephone Handset	20
Uninterruptible Power Supply (UPS), Multiple Devices	1

*Cable and Networking-* Bandwidth will be a full T-1 line to the Internet. The T-1 Internet connection will be provided by an Adtran 120e and a Cisco 1721 router. Data and voice cabling will be Category 6 enhanced UL approved and rated cable or better to sustain a T-1 network. Each data outlet should have four pairs of cable terminated at the outlet on an RJ45 termination device or equivalent. A single four pair cable drop should not be split to serve more than one outlet. Jacks should be installed in dual termination configuration sharing a common faceplate with the voice and data jack.

**Goal 2:** Provide enhanced technology-based information resources to patrons.

The Library will review and utilize different technology-based information resources to assist patrons, including Library Home Page and OPACs, online and electronic databases, websites, software and CD-ROM programs, and other Internet resources.

*Library Home Page and OPACs:* The Library will develop a Library Home Page as a portal to information about the facility, its hours, its programming and services, and other pertinent library characteristics. The Home Page will function as the 24-hour a day portal to the Library's Online Public Access Catalogue, through which patrons can search for materials at the library, place interlibrary loan requests, place holds, and check circulation status of materials. Depending on the features of this interface, the Home Page may also be the access point for the Library's on-site OPACs.

#### Online and Electronic Databases

The Library will evaluate and subscribe to a number of online and electronic databases, based on the expressed interest areas of patrons (including parents, students, community members, and others identified in the Needs Assessment). Such databases could include Lexis-Nexis, The Gale Gold General Reference Center, Custom Newspapers Full-Text, Forms-Online, CQ Researcher, EBSCOHost, and other similar services. Staff will develop criteria for rating the appropriateness, usefulness, and demand for such databases in order to maximize the use of the operating budget for such services.

*Websites:* The Library will review and screen educational websites in order to consider whether they would be appropriate to recommend as part of its Home Page as useful links. These websites will follow the Needs Assessment recommendations and consider the most frequently requested topics by patrons. Examples are About.com subject area resources (e.g., parenting, child development), Morningstar.com (information on stocks, mutual funds, investing), and College Prep-101 ([www.collegeprep.okstate.edu](http://www.collegeprep.okstate.edu)).

*Software and CD-ROM Programs:* All computers will include a minimum of standard software, including the most recent version of Windows Operating System and Microsoft Office (include MS Word, Excel, and PowerPoint) at time of implementation. Specialized software will be installed on each computer depending on its intended use – for example, software for processing books, placing holds, and determining material status will be installed on circulation machines or server software on the Computer/ Telecommunications Room computers.

The twenty computers for use in the Computer Resource Center will have access to a wide range of software. CD-ROMs for Computer Literacy Training, including typing tutors and software on how to use computers, will be provided. Other software for general use may include publishing software, business programs (e.g., resume maker, financial planning), reference materials (e.g., encyclopedias, atlases), community interests (gardening, home repair, genealogy, history), and Spanish and English language learning. Software for use by students will correlate with their curricula and are described in more detail under Goal 5.

*Other Internet Resources:* As the Internet evolves, new educational uses \*develop The Library will consult with its Information Systems Technician to determine the best use of these resources. One example is online chats, hosted by or with institutions that promote educational topics. These chats will often feature a guest speaker who is an expert in the topic at hand and users from around the world will be able to observe the facilitated discussion and participate in questions and answers. Another example is distance learning, a virtual classroom with the ability for the user to follow a class curriculum and participate with other virtual classmates to complete given assignments. Some online resources include interactive modules that allow students to create a model or interact with an example of a concept – whether building a simulation of the solar system or creating a web site through computer-aided instruction.

Goal 3: Ensure electronic collections complement and enhance standard collections for the fullest range of information resources.

The growth of electronic publishing, including independent publishers, provision of non-copyrighted materials, institutional websites, and many other venues, challenges the Library to carefully select and weed materials to build an electronic collection that not only complements but also enhances the existing print and audio-visual collections. Library staff will use “best practices” models in developing the electronic collection. For example, the National Research Council issued a publication on developing a digital library for undergraduate science, mathematics, engineering, and technology education,<sup>4</sup> which would be helpful in developing an electronic collection to support Murrieta’s K-12 population in educational and other identified service needs. Articles such as “The Electronic Library: New Roles for Librarians”<sup>5</sup> will be reviewed to ensure the multiple considerations of an electronic library, including the librarian’s role, are understood and applied.

The areas of focus of the Library’s electronic collection will be similar to the Library’s collection and patron needs as a whole, with special attention paid to materials that are not accessible or available in other formats.

Goal 4: Provide technology training to patrons and staff.

The technology training team will include a combination of technology consultants/trainers and skilled library volunteers. The team will not only conduct trainings but will develop a set of inter-related curricula so that the trainings may be easily adapted for use by library staff and other trainers. This will ensure that trainings can be adapted to contain and meet the learning objectives of each intended audience, such as seniors, young children, students, or the general library patron.

Many volunteers will be from the general public (computer specialists, employees of local businesses, teachers, etc.); however, based on Needs Assessment findings, the library also anticipates utilizing computer-savvy youth who are seeking to fulfill community service hours. These young people will be appropriately supervised and could assist in addressing the computer training needs of other patrons.

Patrons: Patrons will have access to trainings on basic computer literacy, online research, educational software uses, and online databases. Such trainings will take place during scheduled instructional periods, and during times convenient to staff and volunteer computer trainers. The need for training in this area was identified by teachers, seniors, and others who expressed the desire for more training in Computer Literacy.

Staff: Staff will attend Internet and Online database training, and training in the DRA circulation software to be conducted by the Library’s training team. Additional training in computer basics, Word, Excel, and Outlook will continue.

---

<sup>4</sup> Developing a Digital National Library for Undergraduate Science, Mathematics, Engineering, and Technology Education, National Research Council, National Academy Press Washington, D.C. 1998

<sup>5</sup> The Electronic Library: New Roles for Librarians, by Brendan A. Rapple with commentaries by Joanne R. Euster, Susan Perry, and Jim Schmidt, CAUSE/EFFECT Volume 20, Number 1, Spring 1997, pp. 45-51.

### **b. How Technologies will be used to Meet the Needs of K-12 Students**

The City of Murrieta and the Murrieta Valley Unified School District are committed to the long-term success of the Joint Use Agreement that is responsive to the findings of the Community Needs Assessment. Through student, teacher, library, and community surveys as well as research, the community library needs assessment identified the need for K-12 children to have greater access to computers, online reference and research materials, computer literacy training, and ESL materials. It also demonstrated the need \*for children to access homework remotely. Needs Assessment findings indicate that Murrieta schools are overcrowded and do not allow for each child to have quality computer time due to computer to student ratios. In fact, some MVUSD elementary schools do not have the ability for K-3 children to use computers at all.

Computer access is limited for students during the school day due to overwhelming demand, large school populations, and too few computers. Adding to the problem, most school libraries do not have extended after school hours. This results in limiting any research or other necessary activities to school hours or home use only. Neither does Murrieta's temporary library have the resources to support those in need of computer access and training.

The 606 square foot Computer Resource Center will provide an environment that utilizes new technology and resources combined with training to build on the emerging skills of K-12 students. Working together, the new library and the school district can meet the technology needs of the student population. Twenty computers with Internet access will be located within the Computer Resource Center on two-person sit-down technology training tables. These workstations will be available to the public and to schoolchildren, as will volunteer training staff. There will be a two computer to one printer ratio. Staff and volunteers will sustain computer literacy classes, access to a variety of resources, reference tools, and instructional aides designed to encourage students to achieve academic excellence and assist them in developing valuable skills that can be utilized throughout their lives.

### **Technology Programs and Services for the K-12 Population Based on Needs**

Goal 5: \*Provide technology-based resources, equipment, and services to enhance the academic performance of local students.

#### ***Computer and Internet Access***

Within the Computer Resource Center, students will not only be able to access Computers and the Internet during the daytime in class groups, but they will have the ability to use the Center after school and on Saturdays for word processing, online services, research, and educational leisure pursuits. Internet access will be monitored for appropriate content by automated Internet filtering software and by regular staff supervision.

The Community Library Needs Assessment found that students were not getting the computer time they needed at school or at the temporary library. Specifically mentioned by high school students in a written survey, was the need for computer word processing time to complete assignments and research projects. In addition, word processing time would assist high school students with job readiness activities, such as resume writing. Out of eight possible variables, four students surveyed put word processing as their top priority, nineteen put it as number 2 and fourteen put it as number three.

The need for greater Internet access time for research, access to resources for school-related assignments, and for personal enrichment was one of the top priorities identified by the Student Survey. Thirty-one students, or 32% placed Internet access as their number one service priority for the new library, and 16% rated it as their number two priority.

Of seven elementary school teachers surveyed, six stated that school collections and computer resources are not meeting student needs. When asked, "Are students able to use computers at your school as often as you think they should?" 6 of the 7 teachers responded "no." Teacher's perceptions are that children do not get enough computer time at their schools.

### ***Computer Literacy Training***

The Library will provide computer literacy training to encourage computer use by students, teachers, and families. Computer literacy classes will be offered to students during the school day and will include training on basic software use, such as word processing, Internet, and email tools. Teachers may also participate in training during class trips to the Computer Resource Center. In a cooperative project, Library and District staff will develop Computer Literacy Class Lesson plans intended for introductory through advanced skill levels.

Parents and children who wish to work together in the technology learning process will be invited to use the Computer Resource Center during after school hours. The after school training program will offer repetition of instruction provided during class visits. Informational fact sheets will be made available in literature racks for the general public. Assignment Link flyers will provide parents and caregivers with guidance to locate homework assignments. The instruction will evolve from basic Internet reference searches to more formal career and college bound search techniques depending on the needs of the students.

Volunteers, supervised by Library staff, will assist with training needs. The volunteer structure will include one non-paid Volunteer Coordinator, and one Lead Volunteer for each service assistance program developed and implemented. To ensure that quality services are rendered, each volunteer will be trained before working with the public.

In a written survey returned by ninety-nine students during the Community Needs Assessment process, many put training as one of the top five priorities for library services they need. In a written teacher survey, teachers also expressed the need for their own computer training.

### ***Online Research Technique Instruction***

Library staff, assisted by School District staff, will provide online research technique instruction to complement and enhance the instruction at the schools. Classes will be made available for both public and student patrons and provide access to online resources. Library and District staffs will jointly develop a lesson plan timeline for each search-based instruction. This program will also be coordinated with the School District Librarian and will support the school district approved class assignments. The list of available lessons will be introduced at a teacher meeting at each school. Registration for individual classes will be offered at this meeting, and information will be developed by District staff and provided through school newsletters and appropriate websites

Lesson plans to provide online research strategies and curricular units to support specific classes such as GATE, AP, Careers, and 4<sup>th</sup> and 5<sup>th</sup> grade research projects will be developed jointly by Library and District staff. Volunteers are available to assist in the center under the

direction of a Murrieta Public Library staff member. This is a much-needed service for K-8 grade students, as evidenced by the findings of a Public Library Use survey of K-12 students, with breakdowns of needs per school.

### ***Electronic Reference Library***

The Computer Resource Center will contain general reference materials, such as print and electronic encyclopedias, dictionaries, searchable newspaper and magazine archives, computer user manuals, and bilingual materials that students may access for projects, homework assignments, and general research needs. The Library will also subscribe to user-friendly online reference programs, such as Facts on File, Taylor's Political Research, Database of Award-Winning Children's Literature, and other programs that will assist students with academic subjects and school curricula.

Placing links on computers in school libraries so that students using these for reference or research will know what additional resources are available in the Public Library holdings. Interlibrary loan between the school district and the public library will be provided at the teacher's request through the regular school courier service, so that materials for specific projects can be made available to students in addition to the materials they access during classroom library visits.

In addition, plans are in place for a Virtual Library mutual resource sharing to link to the Public Library E-Book collection. The School District will provide links for non-fiction E-Book sources to complement the Public Library resources.

The Community Needs Assessment found that students went out of their way to provide written comments regarding library services they felt were necessary. In the high school Student Survey, thirty-one respondents emphasized the need for expanded collections and reference materials in the survey's comments section. Nine students specifically stated there is a great need for searchable magazine and newspaper archives. Teachers surveyed indicated the need for materials in languages other than English was a priority for students and their parents.

### ***Assignment Link***

Students and parents will have the ability to access homework information through the Web using library computers. This service, called Assignment Link, was identified through Needs Assessment findings as a helpful educational support tool and is intended primarily for students and parents with limited online access at home.

*Murrieta Public Library staff and Murrieta Valley Unified School District teachers will develop Assignment Link collaboratively.* Each MVUSD school has its own website, as do many teachers. To implement *Assignment Link*, these websites will be linked to the Murrieta Public Library computers and made available to parents or caregivers, making them accessible to students and parents/caregivers. Assignments will be available electronically to students doing homework in the Library as well as to their parents. Research Assistants will be available to help both students and parents access this service. Assignment Link flyers will provide parents and caregivers with guidance in accessing online homework assignments.

Staff at the temporary library facility often encounter requests for library materials related to class assignments. Parents also express the need for extra copies of schoolbooks, in the case that students leave theirs at school or are unable to purchase them. Training parents and

children in methods of accessing their homework online will also help address the computer literacy training needs delineated in the Community Library Needs Assessment findings.

### **Academic Achievement**

The School District has a strong Technology Plan in place, components of which will be implemented during student visits to the Public Library. The District Technology Plan also specifies implementation of The Big6™ Research Skills, an approach to literacy skills. This strategy will be employed to assist students using the Public Library, either individually or with their classes.

Murrieta Elementary School, the school closest to the proposed Murrieta Public Library facility, will be one of the two schools targeted for Computer Resource Center use during the first year of implementation. As the Needs Assessment indicates, this school has the lowest socioeconomic student population, and the highest percentage of English Language Learners in the School District, and the lowest percentage (55%) of students with computers at home. Materials to meet the needs of these students will be a priority, and both print and nonprint materials will be purchased through collaboration between the teachers, administration, district librarian, and Public Library director, so that there is coordination between the school library and the Public Library.

The other targeted school, Creekside Alternative High School, where the student population includes a high number of English Language Learners. Programs to meet the specific needs of these students, including career searching programs, online training, and distance learning resources will be provided. Assistance for students for instruction on meeting English Language Arts and Social Science Standards, done in collaboration with the classroom teachers, will be implemented. Collaborative programs are planned to offer enrichment programs for these students, and one area being considered is a graphic arts using the computer lab.

To initiate these programs, packets developed jointly by Library and School District staff will be distributed at teachers' meetings to encourage school visits. Additional classes will be available to the public in the evening hours, focusing on the targeted technology skills and open to parents, teachers, and students this service was requested by residents as part of the development of the Needs Assessment. Teachers will have the opportunity to schedule a time to bring their students to the Murrieta Public Library for instruction and assistance in specific class projects. Curriculum guides, provided by the school district, will be available for the teacher and parent reference.

Other schools will also be targeted for participation at the Computer Resource Center. Target determinations will be made based on schools whose API scores have shown steady declines, and on other academic indicators, until all schools have the opportunity to be involved. For example, schools at the high school level in Murrieta show a decline in API scores as compared to elementary and middle schools; Murrieta Valley High School students could be targeted for outreach to improve these scores. Also, high school age students need college preparatory materials and resources.

### **Educational Software**

Educational software in the Computer Resource Center will address a broad range of learning needs and be coordinated with K-12 curricula, covering topics such as language arts, mathematics, science, history, social science, the arts, literature, and music. Staff will develop guidelines for reviewing, selecting, and purchasing software that will complement school

assignments as well as minimize duplication of materials between the school libraries and the Public Library. Software will also be obtained with a wide range of ages in mind.

Examples of software products are Accelerator Math and Science, Disney Learning Toddler, Jumpstart, The Write Connections, Kaplan: Writing and Vocabulary Essential Review, Kids! Spanish, Talking Walls, Virtual Labs, Music Ace, Arthur's Computer Adventure, Astronomy, and many others.

Community Needs Assessment surveys showed that students had difficulty accessing computers for academic purposes and that the student to computer ratio was high in many grades. Students need a wide range of subject-based software through the entire K-12 age range.

---

<sup>i</sup> Information Literacy Community Partnership Toolkit  
<http://library.austin.cc.tx.us/staff/Inavarro/CommunityPartnerships/Toolkit.html>